Lessons Learned Information Sharing
www.LLIS.gov

September 2007 *Lessons Learned Information Sharing* Newsletter

Contents

National Preparedness Policy and Guidance

New *LLIS.gov* Resources for National Preparedness Policy and Guidance

Recently the Department of Homeland Security (DHS) announced the publication of the **National Preparedness Guidelines** (*Guidelines*, formerly the National Preparedness Goal), the **Target Capabilities List** (TCL), and the **Draft National Response Framework** (NRF, formerly the National Response Plan).

The *Guidelines*, TCL, and NRF can all be found on the ***LLIS.gov* homepage** (no login required) and are also featured on the new *LLIS.gov* resource page, **National Preparedness Policy and Guidance** (login required).

Also available exclusively on the *LLIS.gov* **National Preparedness Policy and Guidance** resource page are the **National Planning Scenarios** and the **Universal Task List**. Please log onto *LLIS.gov* to access these resources.

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Cyber Security

October is National Cyber Security Awareness Month

National Cyber Security Awareness Month is a nationwide initiative sponsored by the DHS National Cyber Security Division (NCSD) in collaboration with the Multi-State Information Sharing and Analysis Center (MS-ISAC) and the National Cyber Security Alliance. As the lead agency responsible for assuring the security, resiliency, and reliability of the nation's information technology and communications infrastructure, DHS is sponsoring activities throughout the month to help encourage federal, state, and local government agencies and private sector leaders to take steps to secure their part of cyberspace.

Following the success of National Preparedness Month, National Cyber Security Awareness Month draws our attention to the vital role cyber networks and systems play in our homeland security efforts as well as the role information technology professionals play in both physical and cyber prevention and response activities. To assist you with cyber security planning, *LLIS.gov*, in partnership with NCSD, has created the **Cyber Security Resource Page** to share important information about cyber security, including exercise after action reports, training opportunities, education materials, security tip lists, awareness products, and other organizational resources. As you research other *LLIS.gov* topic-specific resource pages, please take some time to examine how effective physical security preparedness activities could be enhanced by including cyber security precautions.

To access the Cyber Security page, please log onto *LLIS.gov* and click on **Cyber Security** under FEATURED TOPICS and please share this resource with your IT departments. We welcome any thoughts, questions, or suggestions that you may have at cybersecurity@llis.dhs.gov. As always, we encourage you to submit your own plans, reports, or other documents relating to cyber preparedness.

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Update Your Contact Information

Log onto *LLIS.gov* and Update Your Profile

The *LLIS.gov* system is currently undergoing significant technical upgrades which will be completed on November 5, 2007. Between now and November 5, 2007, please log onto *LLIS.gov* and check and/or modify your contact information so that we can update the security credentials tied to your *LLIS.gov* account.

To modify your information, log onto *LLIS.gov* and click on SETTINGS located in the top navigation bar. If you have any questions or concerns, please contact our Help Desk at help@llis.dhs.gov and we'll be happy to assist you.

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Continuity Insights

LLIS.gov* Article in *Continuity Insights

LLIS.gov has published an article in *Continuity Insights*, a magazine designed to promote effective business continuity plans. "Sharing Information and Public-Private Partnerships" discusses *LLIS.gov*'s role in the preparedness community and offers continuity of operations tips to business leaders. To read the article, please log onto *LLIS.gov* and click on EVENTS, then **Press Room**. For more information on *Continuity Insights*, please visit http://www.continuityinsights.com/.

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New Original Content Posted Since Last Newsletter

The *LLIS.gov* Team continues to post new Lessons Learned, Best Practices, Practice Notes, and Good Stories to the system on a regular basis. Weekly updates about new original content can be found in the "NEW *LLIS* CONTENT" box on the homepage of *LLIS.gov*. Since the last newsletter, *LLIS.gov* has posted the following original content:

Best Practice

- **Shelter Operations: Pet-Friendly Shelters**
  Outlines the essential issues that jurisdictions should consider when developing plans to provide pet-friendly sheltering for people before, during, or after an emergency that requires a large-scale evacuation.

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Lessons Learned

- **Emergency Management: Assigning Permanent Geographic Information Systems and Information Technology Staff to Emergency Operations Centers** (*San Diego County Firestorms, 2003*)
  Emergency managers should consider assigning permanent Geographic Information Systems and Information Technology staff to the Technical Support Unit of an Emergency Operations Center (EOC). This can help ensure that EOC personnel have continuous access to geospatial resources when responding to a large-scale incident.
- **Emergency Management: Providing Geographic Information Systems and Information Technology Resources to Emergency Operations Centers** (*San Diego County Firestorms, 2003*)
  Emergency managers should consider making provisions for permanently providing Geographic

Information Systems and Information Technology resources at an Emergency Operations Center (EOC). This can help ensure that EOC personnel have continuous access to geospatial resources when responding to a large-scale incident.

- **Exercise Planning: Developing a Timeline for Submission of Incident Action Plans** (*Columbus, OH, Urban Area Tactical Interoperable Communications Plan Exercise, 2006*)
  Exercise planners should consider establishing deadlines for each participating response organization to submit its section of the inter-agency Incident Action Plan (IAP) prior to a multi-agency exercise. This will allow sufficient time for planners to consolidate each organization's section into the IAP for the exercise.
- **Fire Department Operations: Performing Structure Triage to Assess the Viability of Structures** (*San Diego County Firestorms, 2003*)
  Fire departments should train personnel to perform structure triage when responding to large-scale man-made or natural disasters.
- **Fire Operations: Ensuring that Electronic Accountability Systems Do Not Replace Manual Accountability Methods** (*Houston Nightclub Arson Incident, 2004*)
  Fire department manual accountability methods can be supplemented, but not replaced, by electronic accountability systems that can sense when crew members become immobile or call for assistance.
- **Fire Operations: Maintaining Awareness of Team Makeup during Incident Response** (*Houston Nightclub Arson Incident, 2004*)
  Firefighters should remain aware of the makeup of their team at all times to ensure accurate accountability if any team member becomes disabled during incident response operations.
- **Hospital Preparedness: Integrating Infection Control Actions and Emergency Response Planning** (*San Francisco Department of Public Health Pandemic Influenza Infection Control Tabletop Exercise, 2006*)
  Hospitals should ensure that infection control actions are integrated into their emergency response plans and all-hazards emergency planning processes.
- **Hospital Preparedness: Multidisciplinary Pandemic Influenza Planning** (*San Francisco Department of Public Health Pandemic Influenza Infection Control Tabletop Exercise, 2006*)
  Hospitals' planning processes for pandemic preparedness should incorporate multiple disciplines, including such departments as materials management, security, occupational health, and other relevant departments or disciplines.
- **Hospital Preparedness: Pandemic Influenza Training for Staff** (*San Francisco Department of Public Health Pandemic Influenza Infection Control Tabletop Exercise, 2006*)
  Hospitals should consider providing staff with training on pandemic influenza basics, the use of personal protective equipment, and work responsibilities in a pandemic influenza emergency.
- **Information Sharing: Facilitating Information Sharing with the Private Sector during a Large-Scale Incident** (*FEMA Region III Hurricane Preparedness Tabletop Exercise, 2006*)
  Local governments should be encouraged to establish a process for sharing information with the private sector following a large-scale incident. The information should encompass the overall status of the municipality, transportation situational reports, public utility status reports, financial services status reports, and the impact on major events within the city. This will help the private sector better determine how to use its resources to support emergency response and recovery operations after an incident.
- **Law Enforcement: Ensuring that Instructions and Signage Directing Drivers at Inspection Stations are Clear and Concise** (*DHS Domestic Nuclear Detection Office's Southeast Transportation Corridor Pilot Technology Demonstration Exercise, 2006*)
  Law enforcement personnel should ensure that instructions and signage directing drivers at inspection stations are clear and concise.
- **Mass Decontamination: Scanning Victims for the Successful Removal of Contaminants** (*Westmoreland County, PA, Exercise Twisted Rail, 2005*)
  Response personnel conducting decontamination operations should ensure that a hazardous materials team member with appropriate instrumentation is posted at the terminus of the decontamination line to scan victims for the successful removal of contaminants.
- **Prevention and Mitigation: Using Unmarked Police Cars when Traveling to and Parking at Schools** (*Platte Canyon (CO) High School Shooting, 2006*)
  School-based law enforcement officers should consider using unmarked police cars when traveling to and parking at their schools. This measure keeps potential perpetrators from knowing when police

officers are onsite and when they leave.

- **School Evacuations: Sending an Employee ahead of Evacuees to Gather Timely Information on the Evacuation Route** (*Hurricane Katrina, 2005*)
  School administrators should consider sending an employee ahead of the main evacuation party to gather timely information on the evacuation route. This enables school administrators to modify the route due to traffic or other factors.
- **Special Needs: Establishing Emergency Communications Plans with State Aging Services Agencies to Accommodate Elderly Residents in an Emergency** (*Southeast Michigan Power Outages, 2003*)
  Local agencies responsible for assisting elderly residents in an emergency should consider collaborating with state and local aging services agencies to create emergency communications plans as an annex to existing emergency operations plans. State and local aging services agencies have access to critical information about elderly residents that local emergency response agencies can use to identify, locate, and provide for elderly residents.

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Practice Notes

- **Community Preparedness: Thurston County, Washington, Emergency Management's Faith Communities Disaster Preparedness Workshops**
  Thurston County, Washington, Emergency Management hosts quarterly emergency preparedness workshops that provide faith communities with information on emergency planning and preparedness and help faith communities create disaster preparedness plans for their neighborhoods. Representatives from the Fire Chaplains of Thurston County, the American Red Cross, the Olympia Fire Department, and Volunteer Services facilitate the workshops by providing speakers and resources.
- **Incident Site Safety: Allegheny County, Beaver County, Butler County (Pennsylvania) Emergency Teams—Rapid Intervention Team, Inc.'s Personnel Accountability System**
  Allegheny County, Beaver County, Butler County (Pennsylvania) Emergency Teams—Rapid Intervention Team, Inc. established a standardized personnel accountability system to provide Western Pennsylvania fire departments with simple, easily implemented procedures that maximize firefighter safety at incident sites.
- **Public Information: Oklahoma's Weather Alert Remote Notification System for Citizens who are Deaf or Hard-of-Hearing**
  Oklahoma Weather Alert Remote Notification provides free National Weather Service emergency and disaster alerts for Oklahoma residents who are deaf or hard-of-hearing through email, pager, or text messages.

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Good Story

- **The Colorado Department of Public Health and Environment's Pharmacy Health Alert Network**
  The Colorado Department of Public Health and Environment's Colorado Pharmacy Health Alert Network (COpharm) tracks the amount and location of any pharmaceutical product in the state's pharmacies and pharmaceutical wholesalers, distributors, and manufacturers. COpharm's capacity to monitor pharmaceutical supplies enhances the state's preparedness for both bioterrorism incidents and natural disease outbreaks.

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